

Process Name: Accounts Payable		Process Identifier: AP	
Sub-Process Name: Vendor Maintenance		Sub-Process Identifier: AP-1	
Sub-Process Purpose and Objectives: To add or make a change to a vendor			
<p>Sub-Process Description: The State uses STARS to maintain the vendor file, which is also where accounts receivable/revenue customers are stored. Responsibility for maintaining the vendor file is shared between the Division of Accounts (Accounts) and the agencies. Some agencies have the ability to change and/or add vendors. Accounts maintains all other changes or additions to the vendor/customer table within STARS.</p> <p>The process for maintaining all types of customers is the same. The agency may change or add a record directly into STARS if they have the proper authority. Otherwise the request is forwarded to Accounts to make the change or addition in STARS. If the vendor added is an ACH vendor, or if an existing ACH vendor's bank or routing information is changed, then STARS will automatically send a pre-note to the proper financial institution.</p>			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Need for a customer/vendor maintenance 		Key Sub-Process Participants: <ul style="list-style-type: none"> Vendor Agency Division of Accounts 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Vendor Maintenance Form	Manual	500/week (Accts only)	Accts & Agencies
ACH Form	Manual	150/week	Accounts
Outputs:			

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Sub-Process Name: Vendor Maintenance		Sub-Process Identifier: AP-1	
Output	Format	Volume/Time	Recipients
Pre Note	Electronic	App. 20 per day	Bank
Performance Measures Tracked: None			
Measure		Approx. Value	Target Value
Laws, Regulations, and Policies That Govern Sub-Process:			
Current Sub-Process Issues/Problems: Staff spend time maintaining multiple vendor files			
Improvement Opportunities: None			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>		Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>	
Basic vendor information (e.g., address change) can be maintained on-line by vendors by utilizing self-service functionality through a web browser or kiosk		Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to vendor	C
Eliminate vendor interfaces			C
Single consolidated vendor file for purchasing and accounts payable use reduces duplicate data entry and provides for consistent entry of vendor information		System impact and training required; issue of responsibility to maintain	
Applications that Support the Sub-process			
Application Name(s) <i>(Internal name and vendor's name)</i>		Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>	
Statewide Accounting and Reporting System (STARS)		STARS is KPMG's mainframe governmental accounting system. It is written in COBOL and uses an IMS database.	

State of Tennessee
ERP Automation Assessment Study – Final Report

